Borrowing/Lending

An item from another Prospector library has arrived for one of our patrons, but there is nothing in the patron’s record?

The request may have been canceled intentionally by the patron at just the right time so the owning library still sent it; or the owning library may have unintentionally cancelled the request while still sending the item. You can send the item back and contact the patron to see if they still need the item, then place a new request, create an on-the-fly record to circulate the item, or create a record in ILLiad or another ILL system to circulate the item. In the latter cases, you should notify the owning library so they can update the item record.

If the patron’s record contains a Prospector request for the title of the book in hand, but the lending library doesn’t match, the item should still be coming from the correct library and you can return the item in hand.

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